HEALTHY START NEW ORLEANS

Title: Case Manager

FLSA: Non-Exempt

Work Status: Full Time

Supervisor: Case Manager Supervisor

Revised Date: February 2014

DUTIES AND RESPONSIBILITIES:

- 1. Conduct client home visits, prenatal, postpartum, mental health and/or newborn assessments for well clients as well as perform community outreach activities within the community as needed.
- 2. Complete client intake procedures, data entry and documentation of case management services.
- 3. Case managers provide one on one parenting, prenatal education teach and / or serve as staff support for HSNO Support Groups and HSNO Education Classes as well as facilitate mental health and other referrals for services and resources as needed.
- 4. Refer clients to and advocate for clients to ensure they receive appropriate benefits and/or services.
- 5. Facilitate client entry and linkage to various professional services.
- 6. Attend bi-weekly case conference and staff meetings, team meetings, educational training sessions and health fairs as needed.
- 7. Ensure all necessary information is thorough and accurate, all documents and evaluations are placed in both paper files and entered into the HSNO database system within specified timeframes.
- 8. Develop or assists in the development of additional community resources as indicated by the needs of the clients.
- 9. Schedule and completes contact with clients, coordinate services and conduct consistent reassessment activities or when indicated by clients' needs or lack of progress in achieving desired outcomes.
- 10. Facilitate discharge and/or transition from service systems and assigned client levels.
- 11. Provide weekly activity reports describing job related activities as they pertain to the HRSA data performance indicators generated from the HSNO database.
- 12. Provide referrals for nutritional supplements, contraceptives, pre/post natal care, personal care, and baby items on an as needed or incentive basis.
- 13. Maintain knowledge of application rules, regulations, policies, laws and guidelines that impact personnel and administrative issues for the city and HSNO; develop internal controls that promote adherence to applicable state/federal laws, and program requirements; adhere to their licensure's code of ethics (if applicable) and seek advice and guidance as necessary to ensure proper understanding.
- 14. Provide excellent customer service for both internal and external customers; approach all encounters with a warm, professional greeting and assists to problem solve whenever necessary; and recognizes when an issue needs further attention from a supervisor and inform management so that the problems can be addressed in a timely manner.
- 15. Ideal candidate should have experience in maternal and child health and possess a valid license in social work, counseling, or closely related field, or eligible to attain certification and or licensure within the first year of full time employment with Healthy Start New Orleans.
- 16. Additional duties as needed.

My signature below indicates that I have read and understand my duties as outlined.		
Printed Name of Case Manager	Signature	Date